



# Infor Staffing Optimizer for Healthcare Available Hours Interface Administration Guide

Release 4.1.1.0

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## About this guide

This guide provides information on how to set up and use the Available Hours Import and Worked Hours Export Interface.

### Intended Audience

This guide is for the administrators and project managers who are responsible for importing actual hours and exporting required hours from the **Workloads Staffing** page in Staffing Optimizer.

### Prerequisite knowledge

To fully understand the information presented in this guide, you should be familiar with the glossary terms and the Infor Staffing Optimizer for Healthcare administration functions.

See the *Infor Staffing Optimizer for Healthcare Administration Guide*.

## Related documents

You can find these related documents in the Infor Xtreme portal:

- *Infor Staffing Optimizer for Healthcare Administration Guide*
- *Infor Staffing Optimizer for Healthcare HL7 Interface Administration Guide*
- *Infor Staffing Optimizer for Healthcare User Guide*
- *Infor Staffing Optimizer for Healthcare Release Notes*
- *Infor Staffing Optimizer for Healthcare Hardware and Software Recommendations*

## Contacting Infor

If you have questions about Infor products, go to the Infor Xtreme Support portal.

If we update this document after the product release, we will post the new version on this website. We recommend that you check this website periodically for updated documentation.

If you have comments about Infor documentation, contact [documentation@infor.com](mailto:documentation@infor.com).

## Chapter 1: Overview

The Infor Staffing Optimizer for Healthcare Available Hours Import and Worked Hours Export Interface is an optional add-in for the Infor Staffing Optimizer for Healthcare application. This bi-directional interface can be used by administrators to import data to populate the **Actual Hours** field and to export the data in the **Required Hours** field from the Staffing Optimizer **Workloads Staffing** page.

This interface imports and exports data in a variety of formats to work with other systems that provide or accept this data.

This interface can be scheduled to run on a regular basis using the same or unique formatting options. Each scheduled action can be configured to evaluate all units and shifts or a select number. You can also specify the relative date range to be exported to ensure accuracy of data.

## Chapter 2: Installation

The Staffing Optimizer Available Hours Import and Worked Hours Export Interface does not require installation of additional files. This purchased interface is an add-in that can be activated at any time by specifying a license key. If your facility has purchased this add-in, but has not been provided with a key or the key has been lost, then go to Infor Xtreme Support, and open a Product Incident ticket.

If the technical support team does not have your organization key on record, then they will request this information from you. The organization key for your facility is available on the **System Options > Add-ins** page. Any data that was previously entered into the system will not be lost and will be available after the key is re-applied.

The organization key should be emailed or otherwise electronically provided to Infor support. A unique license key will be generated and emailed to the organization contact at the facility who will enter it into the correct row of the add-in manager. Select **System Options > Add-ins** to enter the license key.

## Chapter 3: Basic navigation

The Staffing Optimizer **Available Hours** tab contains the pages used for the Available Hours Import and Worked Hours Export Interface. It consists of these pages:

- Profiles
- Schedules
- Unit Translations
- Shift Translations
- Job Translations

### Staffing Optimizer Scheduler Service

The Staffing Optimizer Scheduler Service is used to perform scheduled tasks for these interfaces:

- Available hours import and worked hours export interface
- Workload export interface
- Report scheduler (accessed from the user interface)

You can use the **Available Hours > Schedules** page to schedule tasks.

This service communicates with all databases that have valid connection files that are saved in the `database_connections` directory in the Staffing Optimizer application directory. The scheduler checks at service startup and then hourly for events that are scheduled to occur within the next hour. If events are scheduled, then it queues them, and executes the associated tasks at the appropriate time.

The Staffing Optimizer scheduler logs status information to the `MIStroClef_Scheduler.log` log file in the application directory. If a file by this name is in use or the service cannot access this file for any other reason, it creates a new file by the same name with a unique date-based identifier appended to the end of the file name. This log file provides detailed information that can be used to determine whether these actions occur:

- Database connections are being correctly established
- Scheduled actions are taking place at the appropriate date and time
- Any errors were encountered during the export process

If any issues are encountered with the scheduled actions, examine this log file before contacting support. Support may request this file for further analysis.



## Chapter 4: Profiles

The **Profiles** page is used to configure the import or export file. The formatting options are generally limited to importing or exporting all data on a single line in the file. Other specialized formats may also be selected.

See [Export file layout](#) on page 16.

Users can edit one of the default profiles that are provided with Staffing Optimizer, such as API Import, ASX Import, or Loki Import, or add a new profile.

If a record has been deleted from a previous import for the same shift, users can add the word "Delete" at the end of the employee record. This is only used in the import file.

Users can include the data in this table in the import/export file and can set the position of each item on the line. If the **Used** column is selected, the field is included in the file.

Data	Description
Unit	
Date	Required for both import and export. Date.
Skill	Required for both import and export. Skill or occupation identifier to translated.
Available Hours	Required for import. The available hours value.
Shift	Required if start and end times are not used. Shift identifier to be translated.
Start Time	Required if shift translation is not used. Starting time of the shift. On an import, this is used to determine to which shift(s) the available hours will be allocated. On an export, this displays the starting time of the shift(s).
End Time	Required if shift translation is not used. Ending time of the shift. On an import, this is used to determine to which shift(s) the available hours will be allocated. On an export, this displays the ending time of the shift(s).
Productive	ESP indicates productive time by placing a 1 in this field. If used, the import program only reads records marked as productive.
Required Staff	Export only. The required staff value.
	Export only. The required hours value.
Variance	Export only. The difference between actual and required hours.
Budget	Export only. The budget value.
Actual Cost	Export only. The actual cost value.

Data	Description
Census	Export only. The census (number of patients with workload assigned) for the shift.

## Adding profile definitions

Except for the **Export File Layout** field, the import and export profile options are the same.

- 1 Select **Available Hours > Profiles**.
- 2 Click **Add New**.
- 3 Specify the name of the profile.
- 4 Select **Import** or **Export** to designate the type of file being added.
- 5 Click **OK**. The new profile is saved to the profile list.
- 6 Click the profile in the list.
- 7 Specify this information:

### **Export File Layout**

Export only. Determines the text that is displayed in Staffing Optimizer in regard to the format of exports.

See [Export file layout](#) on page 16.

### **Element Delimiter**

Specify the character that will be the delimiter.

See [Element Delimiter and Position on Line](#) on page 11.

### **Fixed Column Width**

When the **Element Delimiter** is set to Fixed Width, specify the numeric width of the columns.

See [Element Delimiter and Fixed Width Formats](#) on page 12.

### **Date Format**

Specify the format of the date.

See [Date formats and delimiters](#) on page 13.

### **Date Delimiter**

Specify the character that serves as the delimiter between dates.

### **Group Skills**

Select to combines all skills instead of each record overlaying the last. For example, all RN hours are combined for a sum value of RN hours.

### **Allocate to One Shift**

Select to have all hours allocated to the Staffing Optimizer shift that encompasses the start time.

See [Allocate to one shift](#) on page 14.

**Sum Hours**

Select to determine if the available hours in the import file are to overwrite any existing hours or exist in addition to any existing hours.

See [Sum Hours](#) on page 16.

- 8 Click the Position on line cell in the table, and specify the numerical order of each field within the import/export file.
- 9 Click **Save**.

## Editing profiles

- 1 Select **Available Hours > Profiles**.
- 2 Select **Import Profiles** or **Export Profiles** to designate the type of files that are displayed in the list.
- 3 Click the profile.
- 4 Edit the profile, and click **Save**.

## Position on line

To include an item in the file, specify the desired position on line value for the item. For example, the item to which 1 is assigned is displayed as the first item in the input file, and the item to which 5 is assigned is displayed as the fifth item. A zero specified in the Position on Line cell indicates that the item is not included in the file.

## Element Delimiter and Position on Line

When **Element Delimiter** is set to anything other than **Fixed Width**, and discontinuous values are specified in the Position on Line cell, then an empty field is included in the output file for the missing elements. The import process looks for data in the specified position, skipping elements when necessary. This image shows that no items have been selected for positions six and seven. Because this profile is comma-delimited, no data is read from the import file in positions six and seven or included in the export file in positions six or seven.

Unit	1
Skill	2
Date	3
Start Time	4
End Time	5
Productive	8
Available Hours	9

The resulting import process reads this data from a single line:

```
[Unit (Translated)], [Skill (Translated)], [Date (YYYYMMDD)], [Start Time], [End Time], [Skipped Element], [Skipped Element], [Productive], [Available Hours]
```

**Note:** This data is read from a single line in the import file. The text has wrapped for lack of available width in this document. The two [Skipped Element] items are in positions six and seven of the import line.

When **Element Delimiter** is **Fixed Width**, the Position on Line represents the starting position for that Item. For example, in this screenshot, Skill will start at position 16 with a length of 1 character.

Item	Position on Line	Column Width	Import
Actual Cost	0		<input type="checkbox"/>
Budget	0		<input type="checkbox"/>
Census	0		<input type="checkbox"/>
Productive	0		<input type="checkbox"/>
Required Hours	0		<input type="checkbox"/>
Required Staff	0		<input type="checkbox"/>
Shift	0		<input type="checkbox"/>
Variance	0		<input type="checkbox"/>
Date	1	8	<input checked="" type="checkbox"/>
Unit	10	6	<input checked="" type="checkbox"/>
Skill	16	1	<input checked="" type="checkbox"/>
Available Hours	17	6	<input checked="" type="checkbox"/>
Start Time	29	4	<input checked="" type="checkbox"/>
End Time	33	4	<input checked="" type="checkbox"/>

## Element Delimiter and Fixed Width Formats

These options are available on the **Element Delimiter** drop-down menu:

Option	Delimiter
Backslash	\

Option	Delimiter
Colon	:
Comma	,
Dash	-
Pipe	
Forward Slash	/
Space	(Space)
Tab	(Tab)
Fixed Width	(Fixed Width)

If **Fixed Width** is selected, and all of the fields in the import/export file are the same width, then you can specify a single value into the **Fixed Column Width** field and leave the Column Width cell for each item as zero. Any item that has a Column Width value of zero defaults to use the value specified in the **Fixed Column Width** field. If **Fixed Width** is selected and the fields in the import/export file are varying widths, then values must be specified in the Column Width cell for each item.

If most of the columns in the import/export file are to have the same width, then you can specify this width in the **Fixed Column Width** field and set the Column Width value to zero for most items. Only items with widths that do not equal the value that is specified in the **Fixed Column Width** field must be specified in the Column Width cell.

If any other delimiter is selected, the values that are specified in this cell are ignored. For example, if the delimiter **Comma** is selected, then any data that is specified in the **Fixed Column Width** field or the Column Width cell is ignored.

## Date formats and delimiters

These date formats can be used for any date items in the output file:

- *DDMMYYYY*
- *MMDDYYYY*
- *YYYYDDMM*
- *YYYYMMDD*

These delimiters can be used between the day, month, and year values in the date items:

Option	Delimiter
Backslash	\
Colon	:
Dash	-

Option	Delimiter
Forward Slash	/
None	(none)

For export files, select **None** to have no delimiter between the date elements. If the element delimiter and date delimiter values are the same, the receiving system may have difficulty interpreting the data. All exported dates include a four digit year. All day and month values will be two digits with a leading zero for any single digit values.

The import file should include a four digit year and a leading zero for all day and month values where the value is a single digit (01 through 09). If the selected date delimiter is not None, then the values will be interpreted correctly. A two digit year is interpreted correctly using any of the available date formats. A single digit day or month may be interpreted correctly by Staffing Optimizer when the date delimiter is set to **None**, depending on the date format. If the date format is *YYYYMMDD* or *YYYYDDMM*, then a single digit day or month value will not be interpreted correctly. If the date format is *MMDDYYYY*, then a single digit month value will be interpreted correctly, but a single digit day value will not be interpreted correctly. If the date format is *DDMMYYYY*, then a single digit day value will be interpreted correctly, but a single digit month value will not be interpreted correctly.

## Other options

These additional options on the **Profile** page allow for refined control over the data being imported.

- Group Skills
- Allocate to One Shift
- Sum Hours

## Group skills

The **Group Skills** option can be used when more than one value per skill is included in the import file for a given unit, date, and shift combination. When this option is selected, the **Sum Hours** values for these individually imported lines of data are summed together and added to the Staffing Optimizer **Staffing** page as a single value. This is useful if the external system has more than one skill that translates into a single Staffing Optimizer skill.

## Allocate to one shift

The **Allocate to One Shift** option is used in conjunction with the **Start Time** and **End Time** elements. When this option is selected, all hours are allocated to the Staffing Optimizer shift that encompasses

the start time. If the shift is specified in the import file, then the **Allocate to One Shift** option is not used.

When the **Allocate to One Shift** option is not selected, the sum hours value is divided between any overlapping shifts. If the start and end times in the import file match the Staffing Optimizer shift start and end times, then all hours are allocated to that single shift. If the start and end times in the import file overlap more than one Staffing Optimizer shift, then the value from the import file is divided between the overlapping shifts based on the amount of overlap. For example, if the import file contains this data:

- Date = 20170413
- Start time = 6:00
- End time = 18:00
- Available hours = 100

And the specified unit has these shifts:

- Day shift = 8:00 to 20:00
- Night shift = 20:00 to 8:00

Then the available hours are divided as:

Date	Shift	Available Hours
12 April 2017	Night	$(2 / 12) * 100 = 16.7$ Hours
13 April 2017	Day	$(10 / 12) * 100 = 83.3$ Hours

In the import file, the total time that is specified is 12 hours. Two of those hours (6:00 to 8:00) occur during the night shift for 12 April 2017. Ten of those hours (8:00 to 18:00) occur during the day shift for 13 April 2017. Therefore, 2/12 of the available hours value is attributed to the night shift for 12 April 2017 and 10/12 of the available hours value is attributed to the day shift for 13 April 2017.

If the times that are specified in the import file overlap at least one shift, but also include time during which there is no shift, then a percentage of the hours are assigned to the overlapping shift(s) and some hours are not assigned to any shift. For example, an outpatient unit may have a single day shift set up for 8:00 to 18:00. If the import file contains this data:

- Date = 20170413
- Start Time = 8:00
- End Time = 20:00
- Available Hours = 100

The available hours would be divided as:

Date	Shift	Available Hours
13 April 2017	Day	$(10 / 12) * 100 = 83.3$ Hours
Unallocated Hours	$(2 / 12) * 100 = 16.7$ Hours	

This situation may be valid because it may include overtime that should not be allocated to this shift. You can also use the **Allocate to One Shift** option to assign all 100 hours to the day shift.

## Sum Hours

When the **Sum Hours** option is selected, the imported hours are added to the existing value. When this item is not selected, the imported hours overwrite the existing value.

## Export file layout

Staffing Optimizer supports these file layout formats which you can specify on the **Profiles** page:

- **Standard:** This format uses a single line to export data based on the chosen profile settings.
- **ESP:** This format uses multiple lines to export data. This is a fixed format that cannot be edited.
- **ANSOS:** This format groups all skills into four groups and exports a summary value on a single line. This is a fixed format that cannot be edited.
- **ANSOS2:** This format groups all skills into four groups and exports a summary value on a single line. This is a fixed format with a seven character unit that cannot be edited. To view this layout, use the Export Template for this profile.

You can view the selected file layout template below the list of profiles. You may have to scroll down the page to see it.

You can use the **Job Translations** page to determine the skill groups.

See [Job translations](#) on page 23.

### Validating an import

The import template at the bottom of the profile menu indicates any problems with the layout of the file.

## Profile import and export

You can import and export profiles manually. This process is configured using a wizard.

### Exporting profiles

- 1 Select **Available Hours > Profiles**.
- 2 Select **Export Profiles**.
- 3 Click the profile to export.
- 4 Click **Run Selected Profile**.
- 5 In the Export wizard, click **Next**.



- 6 Select the shifts. Expand the units until the shifts are displayed.
- 7 Click **Next**.
- 8 Select the date range.
- 9 Click **Finish**.

## Importing profiles

- 1 Select **Available Hours > Profiles**.
- 2 Select **Import Profiles**.
- 3 Click the profile to import.
- 4 Click **Run Selected Profile**.
- 5 Select the file, and click **OK**.

## Deleting profiles

Select a profile, and click **Delete**.

---

## Chapter 5: Schedules

You can use the **Schedules** page to set up automated tasks to perform the available hours import and worked hours export process on a regularly scheduled basis. Imports are done immediately, and exports are completed according to the schedule.

With imports, Staffing Optimizer implements a file watcher. There is no schedule for this activity. When a file is placed into the specified import directory and that file matches the file type, file name, and file extension criteria, this file is immediately imported. If the Staffing Optimizer Scheduler Service has been stopped, the import directory is immediately surveyed and, if any files are present, they are immediately imported.

With exports, the action takes place according to the schedule that is outlined on this page.

### Scheduling automated tasks

- 1 Select **Available Hours > Schedules**.
- 2 Select **Import Actions** or **Export Actions**.
- 3 Select the action.
- 4 Specify this information:

**Description**

Specify the name of the action.

**Profile Definition**

Specify the profile that the scheduled action uses.

**File Type**

Select to include multiple files or a single file.

If **Import Actions** is selected and **File Type** is set to **Multiple files**, then any file in the specified directory with the specified file extension will be imported. If **Export Actions** is selected and **File Type** is set to **Multiple files**, then a unique identifier that is based on the date and time of execution is appended to the value that is specified in the **File Name** field.

If **Import Actions** is selected and **File Type** is set to **Single file**, then the import file must match the exact information specified in the **File Name** and **File Extension** fields to be imported. If **Export Actions** is selected and **File Type** is set to **Single file**, then an identifier is added to the file name with the date information. But this may not be unique and may overwrite preexisting data.

**Path**

Specify the path to the file that is being imported or exported. A network share, mapped drives, or Universal Naming Convention (UNC) path can be specified. If a network drive is selected as the file location, the Staffing Optimizer Scheduler Service may need to be modified to run under a network account.

**File Name**

Specify the name of the file.

**File Extension**

Specify the extension that is associated with the file.

**Execution Date**

Specify the first date and time for this scheduled action to be executed. This information is also used by the recurrence settings (**Recurring and Recurrence Interval** field) to determine when a recurring action should be executed.

**Stop Date**

Specify the last date for this scheduled action to be executed. If this field is not selected, then this scheduled action will execute indefinitely.

**Recurring and Recurrence Interval**

Specify the type of recurrence for this scheduled action. Options include:

No Recurrence

Hourly

•Daily

•Weekly

•Monthly

•Yearly

The recurrence interval is used in conjunction with the recurring setting to determine the frequency of the scheduled action. For example, if the recurrence is set to Daily and 1 is the recurrence interval, then the scheduled action takes place one time each day. If the recurrence interval is set to two then the action takes place one time every two days. Setting the **Recurrence Interval** field to zero has the same effect as setting the **Recurring** field to **No Recurrence**. The action will execute one time only on the execution date.

The date and time of execution are based on these recurrence settings in conjunction with the execution date. The date and time set in the **Execution Date** field is used to determine the day of the week and time at which events are executed. In the previous example, the action would be executed each day at 8:00 PM. If the Staffing Optimizer Scheduler service is not active at the time of the action, then that event is skipped, and the user must manually execute the process for the necessary data.

Care should be taken when selecting the recurrence settings and the execution date and time. For example, if the user selects the execution date to be August 31 and the recurrence is set to monthly, then the action will only execute on the 31st day of the month. Because the month of September has only 30 days, this action will not execute in that month.

**Coverage Start and Coverage End**

Specify the relative start and stop dates of the data to be included in the output file. For example, a user selects the start date to be two weeks prior to the execution date and the stop date to be eight days prior to the execution date. For the scheduled action that will execute on Tuesday, April

15, 2014, the resulting output file will include data from Tuesday, April 1, 2014 through Monday, April 7, 2014. Using a mix of weeks and days allows the user a fine level of control to avoid processing overlapping data.

### **Shifts**

Select the units and shifts to be included in the output file for the scheduled action.

This can be used to limit the data in the import file or in the export file to only the desired list of shifts. For example, if you select to only include the 5 Center - Day, 5 North – Day, and 5 South – Day shifts, this may be important for prospective units where the instrument is designed for 24 hours even though the unit has three 8 hour shifts.

- 5 Select the shifts that you want to include in the task.
- 6 Click **Save**.

## Chapter 6: Unit translations

Unit translations are used to translate the Staffing Optimizer unit names into a value that another system can recognize or from a value that is used by another system. For example, the Unit “5 Center” would be written into the export file as “5C.” Alternatively, the value “5C” would be read from an import file and interpreted as “5 Center.”

If the unit being exported does not have a translation value on this page, then the export file will include the full text of the unit name. For example, if the unit “3 West” does not have a translation listed and it is included in the export file, then the full text of “3 West” will be written into the export file. The import process requires that the unit name be translated.

### Adding a unit translation

Use this procedure to add unit translations. You can also edit the **External Unit Name** of an existing unit translation by clicking it and specifying a value.

- 1 Select **Available Hours > Unit Translations**.
- 2 Click **Add New**.
- 3 Specify the MISTroClef unit name and the external unit name.
- 4 Click **Save**.

## Chapter 7: Shift translations

Shift translations are used to translate the Staffing Optimizer shift names into a value that another system can recognize or from a value that is used by another system. For example, the shift Evening would be written into the export file as 2. Alternatively, the value 2 would be read from an import value and interpreted as Evening.

If the shift being exported does not have a translation value on this page, then the export file will include the full text of the shift name. For example, if the shift 24 Hour does not have a translation listed and it is included in the export file, then the full text of 24 Hour will be written into the export file. The import process requires that the shift be translated.

### Adding shift translations

- 1 Select **Available Hours > Shift Translations**.
- 2 Click **Add New**.
- 3 In the new row, specify the **MIStroClef Shift** name and the **External Shift Name**.
- 4 Click **Save**.

### Editing shift translations

- 1 Select **Available Hours > Shift Translations**.
- 2 Click the field to change, and select a new value.
- 3 Click **Save**.

## Chapter 8: Job translations

Job translations are used to translate the Staffing Optimizer skill names into a value that another system can recognize or from a value that is used by another system. For example, the skill Charge Nurse would be written into the export file as CN. Alternatively, the value CN would be read from an import value and interpreted as Charge Nurse.

If the skill being exported does not have a translation value on this page, then the export file will include the full text of the skill name. For example, if the skill Occupational Therapist does not have a translation listed and it is included in the export file, then the full text of Occupational Therapist will be written into the export file. The import process requires that the skill be translated.

The ANSOS export format requires that the user set the ANSOS group for each skill that is to be included in the export file. There are four groups: 1, 2, 3, and 4. The skill may also be listed with setting of N/A if this setting is not applicable for that skill. If not using the ANSOS export format, all skills may be set to N/A.

### Adding a job translation

- 1 Select **Available Hours > Job Translations**.
- 2 Click **Add New**.
- 3 Specify the MISTroClef job name and the external job name.
- 4 Click **Save**.

## Chapter 9: Import data validation

Import data validation can be done by checking some fields on the Staffing workspace. Data that is imported by using the Available Hours Import process populates the **Actual Hours** field of the Staffing workspace.

The **Last Modified Date** column shows the time that each data point was populated. The user responsible for setting up the import process is displayed in the **Last Modified By** column.

Data can be populated into the workspace in these ways:

- You can use the Available Hours Import process to automatically populate data.
- You can manually specify data into the **Staffing** workspace in the **Actual Hours** column. You must be granted permission to do so. A system-wide setting is available to control the availability of this functionality by selecting **System Options > General Options**. When this option is available to the user, the **Actual Hours** column is highlighted in yellow.
- You can use standard hours to automatically populate data. This functionality is available by selecting **Units workspace > Standards > Standard Hours**. If data is specified here, the data is used to automatically populate the **Staffing** workspace. You can overwrite this data by using either of the other two methods.



# Glossary

## **budget set**

Date range that applies to a specific unit or budget fiscal period.

## **discipline**

A broad job title category that incorporates a definable set of skills. Used to organize jobs.

## **division**

A grouping of units.

## **fatigue and delay factor**

Based on the layout of the unit, location of supplies, and so on, this is the calculated percentage of time that it takes, for example, to walk a long hall to get supplies or fatigue at the end of the day.

## **group**

A collection of patients based on a common characteristic. Similar to patient types in that they can be defined by the kinds of care that patients require.

## **indirect analysis**

A list of supplementary activities that staff perform for the patient's care such as cleaning, checking supplies, and attending meetings. Used in the calculation of unit workloads.

## **indirect worksheet**

List of interventions that are done in support of the patient instead of directly to the patient.

## **instrument**

A defined set of health care tasks, interventions, and protocols that characterize the care that is given to a patient.

## **intervention**

An activity that a patient being treated during a shift in a unit might require.

## **job**

A skill or set of skills a caregiver can perform. Includes the title of a position and the number of hours it requires annually. Used in conjunction with disciplines and shifts.

## **location**

The physical location of a hospital or floor. A location is used to organize divisions.

## **non-patient instrument**

An instrument that is used to track indirect analysis activities.

## **patient type**

The type of patient based on the type of expected required care. For example, a patient type could be created for patients who require emergency care. You can add and configure the patient types that are assigned to a unit. A patient can be assigned only one patient type at a time, but a patient may be assigned different patient types over the course of care.

## **program**

Collection of units, instruments, and disciplines that define a category of care that a facility provides.

## **shift**

A time period during which staff are on duty.

## **unit**

A department in a hospital, such as a neurology unit or an intensive care unit.

## **unit definition**

Characteristics that determine unit behavior.